

## AMENDMENTS

### Amendments to the Specification:

Please replace the paragraph beginning on line 20, page 6 with the following amended paragraph:

Content is information that is potentially of interest to a user. Content may be communicated to a user either because the user requests the information or because the system intelligently chooses to present the information to the user. For example, if the system is aware of the user's itinerary and that the user's airplane flight has just been canceled, then the system may choose to present to the user the content that the flight is canceled and the flight times associated with alternative flights. On the contrary, the system would not ~~choose~~ choose to deliver the content of alternative flight times to other users who are not scheduled to be on the canceled flight.

Please replace the paragraph beginning on line 20, page 9 with the following amended paragraph:

The telephony interface device 206 or speech recognizer 210 may also estimate the audio scene characteristics associated with the user's current location. In an alternative embodiment, the speech recognizer 210 estimates the audio scene characteristics associated with the user's current location. The telephony interface device 206 or speech recognizer 210 sends the audio scene information to the speech module 212. The speech module 212 compares these characteristics to the channel characteristics of classes of audio scenes stored in the database 214. In alternative embodiments, the user may tell the system the type of audio scene environment that the user is located within. Additionally, the speech module 212 may use the phone number of the communication device 202 or caller id information to cross reference information stored in the database 214 to aid in determining the audio scene information. If this method can be used because either the caller id information is available and the database has information on the

associated device, or the location of the device is fixed and the database has information on the associated location, then this method has been found to be highly accurate.

Please replace the paragraph beginning on line 6, page 15 with the following amended paragraph:

The layer of intelligence 218 assigns a sensitivity and security level to the items in the database 214. Information items that are confidential or personal in nature, for example, a message from a spouse or an email marked "~~confidential~~", "confidential," may be marked at higher sensitivity levels, meaning that the user may not want others to hear them. The security level is used so that content providers may stipulate the delivery mechanisms that are acceptable to them. For example, a corporate email system may let the user set an outgoing email to a high security level. The high security level indicates to the voice processing system that the item should not be delivered over less-secure delivery channels.